



Federal Communications Commission

2007 Annual FCC Employee Survey Responses

Office of Managing Director

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The 2007 Annual FCC Employee Survey was open from October 3, 2007, through November 2, 2007. The survey was anonymous, web based, and offered to all FCC employees. Of the 1,814 employees on-board, 693, or 38%, chose to participate. The results indicate that FCC employees like the work that they do, feel that their work is important, and cooperate to get the job done. FCC managers are doing a good job of providing a safe and secure work environment, supporting the need to balance work and family issues, and supporting employee development. In line with government-wide responses, few FCC respondents see a link between performance and pay increases. Also, like their counterparts elsewhere in government, few FCC respondents agree that enough is done to deal with poor performers. The responses follow:

*1. What is your agency subcomponent? Bureau/Office:	Responses	Percentage
CGB	79	12%
EB	115	17%
IB	38	6%
MB	59	9%
OET	38	6%
OGC	31	5%
OMD	98	14%
Other	32	5%
PSHSB	38	6%
WCB	73	11%
WTB	82	12%
Total	683	100%

2. Occupation Group:	Responses	Percentage
Attorney	189	28%
Clerical & Administrative Support	56	8%
Consumer Affairs & Consumer Outreach	25	4%
Economist	26	4%
Engineer	105	15%
Finance/Accounting/Auditing	27	4%
Information Technology	30	4%
Management/Program Analyst	64	9%
Specialist	83	12%
Other	75	11%
Total	680	100%

* = Mandatory Question
Percentages may not total to 100% due to rounding.

3. Grade Level:	Responses	Percentage
Wage Grade	1	0%
GS 1-7	26	4%
GS 8-12	148	22%
GS 13-15/SL	441	67%
SES	44	7%
Total	660	100%

*4. What is your supervisory status?	Responses	Percentage
Non Supervisor	464	68%
Team Leader	83	12%
Supervisor	72	11%
Manager	50	7%
Executive	16	2%
Total	685	100%

*5. Are you:	Responses	Percentage
Male	320	47%
Female	362	53%
Total	682	100%

6. Work Site:	Responses	Percentage
Headquarters	552	81%
Field Site	130	19%
Total	682	100%

*7. Are you Hispanic or Latino?	Responses	Percentage
Yes	39	6%
No	639	94%
Total	678	100%

*8. Please select the racial category or categories with which you most closely identify (Please select one or more).	Responses	Percentage
White	464	70%
Black or African-American	161	24%
Native Hawaiian or Other Pacific Islander	2	<1%
Asian	32	5%
American Indian or Alaskan Native	8	1%
Total	667	100%

*9. Managers review and evaluate the organization's progress toward meeting its goals and objectives.	Responses	Percentage
Strongly Agree	143	21%
Agree	261	38%
Neither Agree nor Disagree	130	19%
Disagree	48	7%
Strongly Disagree	58	8%
Do Not Know	44	6%
Total	684	100%

*10. Managers communicate the goals and priorities of the organization.	Responses	Percentage
Strongly Agree	125	18%
Agree	257	38%
Neither Agree nor Disagree	95	14%
Disagree	92	13%
Strongly Disagree	103	15%
Do Not Know	11	2%
Total	683	100%

11. Agency performance information is communicated throughout the organization.	Responses	Percentage
Strongly Agree	85	12%
Agree	174	25%
Neither Agree nor Disagree	125	18%
Disagree	144	21%
Strongly Disagree	140	20%
Do Not Know	17	2%
Total	685	100%

*12. I know how my work relates to the agency's goals and priorities.	Responses	Percentage
Strongly Agree	182	27%
Agree	273	40%
Neither Agree nor Disagree	91	13%
Disagree	63	9%
Strongly Disagree	66	10%
Do Not Know	11	2%
Total	686	100%

*13. The workforce has the job relevant knowledge and skills necessary to accomplish organizational goals.	Responses	Percentage
Strongly Agree	174	25%
Agree	331	48%
Neither Agree nor Disagree	86	13%
Disagree	56	8%
Strongly Disagree	26	4%
Do Not Know	11	2%
Total	684	100%

*14. My work unit is able to recruit people with the right skills.	Responses	Percentage
Strongly Agree	110	16%
Agree	197	29%
Neither Agree nor Disagree	116	17%
Disagree	121	18%
Strongly Disagree	104	15%
Do Not Know	36	5%
Total	684	100%

*15. Promotions in my work unit are based on merit.	Responses	Percentage
Strongly Agree	106	16%
Agree	193	28%
Neither Agree nor Disagree	121	18%
Disagree	83	12%
Strongly Disagree	134	20%
Do Not Know	45	7%
Total	682	100%

*16. My talents are used well in the workplace.	Responses	Percentage
Strongly Agree	154	23%
Agree	233	34%
Neither Agree nor Disagree	93	14%
Disagree	97	14%
Strongly Disagree	101	15%
Do Not Know	1	<1%
Total	679	100%

*17. I have a high level of respect for my organization's senior leaders.	Responses	Percentage
Strongly Agree	149	22%
Agree	170	25%
Neither Agree nor Disagree	116	17%
Disagree	105	15%
Strongly Disagree	144	21%
Do Not Know	2	<1%
Total	686	100%

*18. In my organization, leaders generate high levels of motivation and commitment in the workforce.	Responses	Percentage
Strongly Agree	109	16%
Agree	147	21%
Neither Agree nor Disagree	112	16%
Disagree	140	20%
Strongly Disagree	174	25%
Do Not Know	5	1%
Total	687	100%

*19. Employees have a feeling of personal empowerment with respect to work processes.	Responses	Percentage
Strongly Agree	92	13%
Agree	126	18%
Neither Agree nor Disagree	99	14%
Disagree	149	22%
Strongly Disagree	212	31%
Do Not Know	12	2%
Total	690	100%

*20. My workload is reasonable.	Responses	Percentage
Strongly Agree	115	17%
Agree	308	45%
Neither Agree nor Disagree	117	17%
Disagree	77	11%
Strongly Disagree	66	10%
Do Not Know	2	<1%
Total	685	100%

*21. Overall, how good a job do you feel is being done by your immediate supervisor/team leader?	Responses	Percentage
Very Good	291	43%
Good	201	30%
Fair	98	14%
Poor	42	6%
Very Poor	45	7%
Total	677	100%

*22. Creativity and innovation are rewarded.	Responses	Percentage
Strongly Agree	97	14%
Agree	191	28%
Neither Agree nor Disagree	132	19%
Disagree	133	19%
Strongly Disagree	121	18%
Do Not Know	15	2%
Total	689	100%

*23. My performance appraisal is a fair reflection of my performance.	Responses	Percentage
Strongly Agree	174	25%
Agree	297	43%
Neither Agree nor Disagree	123	18%
Disagree	39	6%
Strongly Disagree	35	5%
Do Not Know	18	3%
Total	686	100%

*24. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.	Responses	Percentage
Strongly Agree	55	8%
Agree	146	21%
Neither Agree nor Disagree	142	21%
Disagree	126	18%
Strongly Disagree	123	18%
Do Not Know	96	14%
Total	688	100%

*25. Physical conditions (for example, noise level, temperature, lighting, cleanliness in the workplace) allow employees to perform their jobs well.	Responses	Percentage
Strongly Agree	159	23%
Agree	347	51%
Neither Agree nor Disagree	89	13%
Disagree	55	8%
Strongly Disagree	34	5%
Do Not Know	3	<1%
Total	687	100%

*26. Managers/supervisors/team leaders work well with employees of different backgrounds.	Responses	Percentage
Strongly Agree	171	25%
Agree	276	40%
Neither Agree nor Disagree	107	16%
Disagree	54	8%
Strongly Disagree	43	6%
Do Not Know	36	5%
Total	687	100%

*27. In my most recent performance appraisal, I understood what I had to do to be rated at different performance levels (e.g. Fully Successful, Outstanding).	Responses	Percentage
Strongly Agree	168	25%
Agree	273	40%
Neither Agree nor Disagree	108	16%
Disagree	48	7%
Strongly Disagree	36	5%
No Basis to Judge	52	8%
Total	685	100%

*28. In my work unit, differences in performance are recognized in a meaningful way.	Responses	Percentage
Strongly Agree	92	13%
Agree	210	31%
Neither Agree nor Disagree	119	17%
Disagree	120	18%
Strongly Disagree	84	12%
Do Not Know	60	9%
Total	685	100%

*29. Pay raises depend on how well employees perform their jobs.	Responses	Percentage
Strongly Agree	64	9%
Agree	141	21%
Neither Agree nor Disagree	132	19%
Disagree	143	21%
Strongly Disagree	138	20%
Do Not Know	68	10%
Total	686	100%

*30. Discussions with my supervisor/team leader about my performance are worthwhile.	Responses	Percentage
Strongly Agree	137	20%
Agree	252	37%
Neither Agree nor Disagree	146	21%
Disagree	67	10%
Strongly Disagree	69	10%
Do Not Know	13	2%
Total	684	100%

31. Employees are rewarded for providing high quality products and services to customers.	Responses	Percentage
Strongly Agree	119	17%
Agree	214	31%
Neither Agree nor Disagree	131	19%
Disagree	105	15%
Strongly Disagree	93	14%
Do Not Know	24	3%
Total	686	100%

*32. My supervisor supports my need to balance work and family issues.	Responses	Percentage
Strongly Agree	313	46%
Agree	269	39%
Neither Agree nor Disagree	54	8%
Disagree	25	4%
Strongly Disagree	20	3%
Do Not Know	4	1%
Total	685	100%

33. I recommend my organization as a good place to work.	Responses	Percentage
Strongly Agree	173	25%
Agree	215	31%
Neither Agree nor Disagree	141	21%
Disagree	68	10%
Strongly Disagree	86	13%
Total	683	100%

*34. The work I do is important.	Responses	Percentage
Strongly Agree	254	37%
Agree	269	39%
Neither Agree nor Disagree	80	12%
Disagree	44	6%
Strongly Disagree	32	5%
Do Not Know	5	1%
Total	684	100%

35. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.	Responses	Percentage
Strongly Agree	167	24%
Agree	237	35%
Neither Agree nor Disagree	140	20%
Disagree	37	5%
Strongly Disagree	29	4%
Do Not Know	74	11%
Total	684	100%

36. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training awareness of diversity issues, mentoring).	Responses	Percentage
Strongly Agree	132	19%
Agree	228	33%
Neither Agree nor Disagree	161	23%
Disagree	49	7%
Strongly Disagree	40	6%
Do Not Know	76	11%
Total	686	100%

*37. The people I work with cooperate to get the job done.	Responses	Percentage
Strongly Agree	237	35%
Agree	327	48%
Neither Agree nor Disagree	65	9%
Disagree	42	6%
Strongly Disagree	14	2%
Total	685	100%

*38. My work gives me a feeling of personal accomplishment.	Responses	Percentage
Strongly Agree	187	27%
Agree	273	40%
Neither Agree nor Disagree	96	14%
Disagree	93	14%
Strongly Disagree	36	5%
Total	685	100%

*39. I like the kind of work I do.	Responses	Percentage
Strongly Agree	226	33%
Agree	294	43%
Neither Agree nor Disagree	97	14%
Disagree	45	7%
Strongly Disagree	23	3%
Total	685	100%

*40. I have trust and confidence in my supervisor.	Responses	Percentage
Strongly Agree	234	34%
Agree	248	36%
Neither Agree nor Disagree	90	13%
Disagree	58	8%
Strongly Disagree	53	8%
Total	683	100%

*41. How satisfied are you with your involvement in decisions that affect your work?	Responses	Percentage
Very Satisfied	117	17%
Satisfied	213	31%
Neither Satisfied nor Dissatisfied	118	17%
Dissatisfied	142	21%
Very Dissatisfied	95	14%
Total	685	100%

*42. How satisfied are you with your opportunity to get a better job in your organization?	Responses	Percentage
Very Satisfied	103	15%
Satisfied	153	22%
Neither Satisfied nor Dissatisfied	183	27%
Dissatisfied	138	20%
Very Dissatisfied	107	16%
Total	684	100%

*43. How satisfied are you with the recognition you receive for doing a good job?	Responses	Percentage
Very Satisfied	161	24%
Satisfied	252	37%
Neither Satisfied nor Dissatisfied	105	15%
Dissatisfied	97	14%
Very Dissatisfied	69	10%
Total	684	100%

*44. How satisfied are you with the training you receive for your present job?	Responses	Percentage
Very Satisfied	148	22%
Satisfied	286	42%
Neither Satisfied nor Dissatisfied	142	21%
Dissatisfied	74	11%
Very Dissatisfied	33	5%
Total	683	100%

*45. How satisfied are you with the policies and practices of your senior leaders?	Responses	Percentage
Very Satisfied	104	15%
Satisfied	164	24%
Neither Satisfied nor Dissatisfied	142	21%
Dissatisfied	142	21%
Very Dissatisfied	129	19%
Total	681	100%

*46. Considering everything, how satisfied are you with your pay?	Responses	Percentage
Very Satisfied	154	22%
Satisfied	304	44%
Neither Satisfied nor Dissatisfied	101	15%
Dissatisfied	91	13%
Very Dissatisfied	36	5%
Total	686	100%

*47. Considering everything, how satisfied are you with your job?	Responses	Percentage
Very Satisfied	154	22%
Satisfied	262	38%
Neither Satisfied nor Dissatisfied	125	18%
Dissatisfied	99	14%
Very Dissatisfied	46	7%
Total	686	100%

48. Considering everything, how satisfied are you with your organization?	Responses	Percentage
Very Satisfied	118	17%
Satisfied	227	33%
Neither Satisfied nor Dissatisfied	116	17%
Dissatisfied	124	18%
Very Dissatisfied	95	14%
Total	680	100%

*49. How satisfied are you with the information you receive from management on what's going on in your organization?	Responses	Percentage
Very Satisfied	83	12%
Satisfied	173	25%
Neither Satisfied nor Dissatisfied	124	18%
Dissatisfied	163	24%
Very Dissatisfied	142	21%
Total	685	100%

*50. Employees are protected from health and safety hazards on the job.	Responses	Percentage
Strongly Agree	217	32%
Agree	306	45%
Neither Agree nor Disagree	88	13%
Disagree	31	5%
Strongly Disagree	20	3%
Do Not Know	16	2%
Total	678	100%

*51. My organization has prepared employees for potential security threats.	Responses	Percentage
Strongly Agree	218	32%
Agree	335	50%
Neither Agree nor Disagree	78	12%
Disagree	23	3%
Strongly Disagree	10	1%
Do Not Know	12	2%
Total	676	100%

52. I am given adequate opportunity to participate in training and development programs.	Responses	Percentage
Strongly Agree	210	31%
Agree	316	46%
Neither Agree nor Disagree	80	12%
Disagree	49	7%
Strongly Disagree	30	4%
Do Not Know	2	<1%
Total	687	100%

*53. Supervisors/team leaders in my work unit support employee development.	Responses	Percentage
Strongly Agree	204	30%
Agree	329	48%
Neither Agree nor Disagree	79	11%
Disagree	38	6%
Strongly Disagree	30	4%
Do Not Know	7	1%
Total	687	100%

*54. My training needs are assessed.	Responses	Percentage
Strongly Agree	119	17%
Agree	247	36%
Neither Agree nor Disagree	175	26%
Disagree	91	13%
Strongly Disagree	37	5%
Do Not Know	16	2%
Total	685	100%

55. In the last year, I have had the opportunity at work to learn and grow.	Responses	Percentage
Strongly Agree	165	24%
Agree	289	42%
Neither Agree nor Disagree	122	18%
Disagree	62	9%
Strongly Disagree	43	6%
Do Not Know	5	1%
Total	686	100%

56. Managers in my Bureau/Office consider continuous learning by everyone to be a key business priority.	Responses	Percentage
Strongly Agree	128	19%
Agree	218	32%
Neither Agree nor Disagree	157	23%
Disagree	74	11%
Strongly Disagree	60	9%
Do Not Know	49	7%
Total	686	100%

57. Employees in my work unit share job knowledge with each other.	Responses	Percentage
Strongly Agree	160	23%
Agree	308	45%
Neither Agree nor Disagree	98	14%
Disagree	66	10%
Strongly Disagree	43	6%
Do Not Know	9	1%
Total	684	100%

58. Managers promote communications among different work units (for example, about projects, goals, needed resources).	Responses	Percentage
Strongly Agree	103	15%
Agree	213	31%
Neither Agree nor Disagree	128	19%
Disagree	114	17%
Strongly Disagree	107	16%
Do Not Know	22	3%
Total	687	100%

*59. I am given a real opportunity to improve my skills in my organization.	Responses	Percentage
Strongly Agree	143	21%
Agree	240	35%
Neither Agree nor Disagree	142	21%
Disagree	108	16%
Strongly Disagree	51	7%
Total	684	100%

60. I feel free to report workplace violence to someone up the line or the security office.	Responses	Percentage
Strongly Agree	341	49%
Agree	270	39%
Neither Agree nor Disagree	60	9%
Disagree	13	2%
Strongly Disagree	5	1%
Total	689	100%

61. I would be disciplined or punished if I threatened somebody at work.	Responses	Percentage
Strongly Agree	355	52%
Agree	259	38%
Neither Agree nor Disagree	56	8%
Disagree	14	2%
Strongly Disagree	5	1%
Total	689	100%

62. I would be disciplined or punished if I assaulted somebody at work.	Responses	Percentage
Strongly Agree	394	58%
Agree	234	34%
Neither Agree nor Disagree	49	7%
Disagree	7	1%
Strongly Disagree	1	<1%
Total	685	100%

63. The FCC investigates and resolves any issue of workplace violence in a fair and impartial manner.	Responses	Percentage
Strongly Agree	198	29%
Agree	153	22%
Neither Agree nor Disagree	296	43%
Disagree	14	2%
Strongly Disagree	26	4%
Total	687	100%